

What is claimed is:

CLAIM

- 5 1. A business contact center for interfacing customers with a business, and the business contact center comprising:

a plurality of media handlers each including a control interface and each of the plurality of media handlers configurable via the control interface to define a plurality of media services including at least one of routing media between selected media
10 endpoints, recording media from a selectable media source, and playing selectable media to a selected media endpoint; and

a conference controller coupled with each of the plurality of media handlers via the corresponding control interface, and the conference controller responsive to a customer contact to configure via the corresponding control interface an available one
15 of the plurality of media handlers to define selected ones of the media services, media sources and media endpoints for handling the customer contact.

2. The business contact center of Claim 1, wherein the conference controller further comprises:

a bandwidth manager to manage media handler selection for each customer
20 contact in a manner which effects a balancing of relative loads on each of the plurality of media handlers.

3. The business contact center of Claim 1, wherein the conference controller further comprises:

25 an event handler for determining a next media event for a customer contact based on a correlation between pre-defined call contact states and status and actual call status.

4. The business contact center of Claim 1, further comprising:

a plurality of agent communication devices each having a control interface coupled to the control interface of the conference controller and a media interface, and the media interface of each of the plurality of agent communication devices

5 configurable via the corresponding control interface to couple with a selected one of the plurality of media handlers.

5. The business contact center of Claim 4, wherein the conference controller further comprises:

an agent manager coupled to each of the plurality of agent communication devices via the corresponding control interface, and the agent manager responsive to a request for customer contact with an available agent to select an available agent at an available one of the plurality of agent communication devices for coupling with the corresponding one of the plurality of media handlers handling the corresponding customer contact.

6. The business contact center of Claim 4, wherein each of the plurality of agent communication devices further comprises:

an agent interface for accepting input from an agent of requests and for passing the requests to the conference controller via the control interface to manage a customer contact session.

7. The business contact center of Claim 4, wherein the plurality of media handlers each further comprise:

a call sequencer interacting with selected ones of the plurality of media services defined by each media handler to maintain consecutive sequence numbers in the real time protocol (RTP) packets output from the media handler from various media

sources during a customer contact session.